the complaints nor exchange code followed with 2198 ever attends to the complaints;

(b) if not, what is the number of complaints of telephones being out of order received per week during the last two months in Chankyapuri Exchange, Delhi which starts with code 687;

(c) the time taken in rectifying the defect and making phones working;

(d) the details of telephones numbers in Chankyapuri Exchange starting with 687 which remained out of order for (i) one week (ii) two weeks (iii) three weeks and the dates on which faults were repaired;

(e) the telephone number of 687 which have not been repaired as on 31st July, 1994;

(f) whether Government have taken any steps to ensure that officer, *i.e.* AE, SDO, DEO incharge of FRS and staff manning 687 and 198 are available in seat and attend to complaints; if so, the details of the steps proposed to be taken; and

(g) if not, the reasons therefor?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) No, Sir. 198 and 2198 complaints booking numbers are generally attended promptly and the complaints booked on these numbers are also attended expeditiously except during the rainy season when the number of complaints and faults increase substantially which may result in some delays due to concentration of work. Concerned maintenance Officers *i.e* DE/SDO/AC (FRS) are meeting the public between 3 to 4 P.M. on all working days except Saturdays.

(b) The number of complaints received are as under:—

Month	I Week	II Week	III Week	IV Week
June, 1994	394	430	399	402
July, 1994	408	527	508	349

(c) Nearly 66% of the faults booked in Delhi are cleared within 24 hrs and the remaining faults are cleared within the next 2-3 days except for the faults on account of cable breakdown/cable thefts repairs of which are carried out round the clock and which take longer time.

(d) and (e) There were four telephones which remained out of order for one week. No telephone remained out of order for two weeks and three weeks. The details of fault rectification of the telephones which remained out of order for one week is as under:

Telephone numbers	Date complaint booked	Date of rectification of faults
6876198	24.7.94	2.8.94
6875924	24.7.94	2.8.94
6873758	24.7.94	2.8.94
6872673	24.7.94	3.8.94

(f) The performance of 198 faults booking service is bieng monitored regularly. The Officers incharge of maintenance *i.e* DE/SDO/AC (FRS) are available for meeting the public between 3-4 P.M. on all working days (except Saturdays).

(g) Does not arise.

Working of telephones at Chankyapuri Exchange

3645. SHRIMATI SUSHMA SWARAJ: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what are the telephone numbers starting with Code No. 687 in Chankyapuri Exchange, New Delhi, about which complaints were received for their being out of order or for other faults during the (i) first week of July, 1994 (ii) second week of July, 1994 (iii) third week of July, 1994 and (iv) fourth week of July, 1994;

(b) the dates on which these were repaired;

(c) the telephone numbers which have not been repaired so far;

(d) the reasons for which these have not been repaired; and

(e) the time by when these will be repaired?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) The details of complaints received for 687 code during July, 1994 is given below :— First Week : 408 Second Week: 529 Third Week : 508 Fourth Week: 349

(b) About 50% of the faults were cleared within 24 hours and the balance were cleared progressively during the next 3 days except 4(four) telephones which took more time.

(c) All the numbers have been repaired.

(d) and (e) Does not arise.

Private telephone exchanges in Andhra Pradesh

3646. MISS SAROJ KHAPARDE: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that Andhra Pradesh may become the first Indian State to have private telephone exchanges;

(b) if so, the details thereof; and

(c) the names of the State/Union Territories which have any plans to have private telephone exchange during the Eighth Plan period?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) to (c) National Telecom Policy, 1994 permits Companies registered in India for operating basic telecom services in the country to supplement DoT efforts. A number of proposals have been received for providing basic telephone services, including in the State of Andhra Pradesh by Private sector. The guidelines in respect of the National Telecom Policy, 1994 are under active consideration of the Government based upon which decision will be taken on the proposals.

Short Listing of Compaines for Cellular Telephone Services

3647. SHRI SANJAY DALMIA:
SHRI J. S. RAJU:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the companies responsible for operation of cellular mobile telephone services in the four metro cities have been shortlisted; and

(b) if so, the details thereof ?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) and (b) The list of the companies which were shortlisted for operation of Cellular Mobile Service in four Metro cities is available at the enclosed statement, (*See* below) However, some companies went to the Supreme Court. The Supreme Court has given the Judgement recently. This list is being reviewed by the Department as per the judgement.

Statement

List of Provisionally Shortlisted Bidders for Cellular Mobile

Sl.No.	Name of the company	Name of the Foreign Partner	Cities
1.	M/s. Hutchison Max Telecom Devika Tower, 6, Nehru Place, New Delhi-110019	M/s. Hutchison,Whampoa	Bombay
2.	M/s. Bharti Cellular Ltd. 15th Floor, Devika Tower, 6, Nehru Place, New Delhi-110019	(i) M/s General Mobile, UK (ii) SFR France (iii) EMTEL Mauritius	Bombay
3.	M/s. BPL Systems & 1/1, Palace Road, Bangalore-560001	M/s France Telecom	Delhi
4.	M/s. Sterling Cellular Ltd. 19 Cathedral Garden Road, Nungambakkam, Madras-600034	M/s. Cellular Communicational International Inc.USA	Delhi